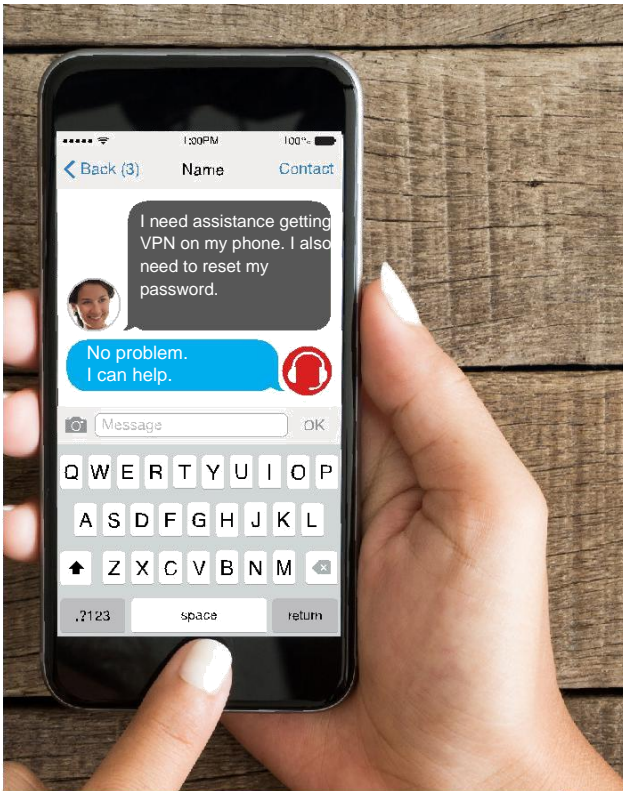


# Smart Bot for IT Help Desk

**Out-of-the-box AI-powered bot designed to instantly perform the most cumbersome and costly tasks, common to all enterprise IT help desks**



**Available with Service Now integration and simple API-based integration to other common ITSM systems**

## Simplicity Beats Complexity

The Kore Smart Bot for IT help desk acts as a proactive 24/7 assistant – for employees and help desk staff – to complete tasks on their behalf in a fraction of the time, through an easy-to-use, conversational interface.

Enterprise leaders can better solve the balancing act of cutting costs and driving efficiencies while simultaneously delivering better, faster, and more convenient service.

All employees and help desk staff can converse with the Smart Bot as quickly as they can type or speak a message. They can communicate with the bot via the sanctioned tools they use daily – company portals, SMS/ text, email, enterprise communication and collaboration tools and consumer messaging apps.

### Issue Submission/ Management

Employees can quickly and conveniently submit new issues any time, anywhere via their preferred communication channel.

Help desk staff can just as easily create, modify, and update incidents, problems, and change requests.

### Asset Requests/ Management

Employees and managers can request, approve, or reject a new or replacement device.

Help desk staff can instantly receive alerts to new requests, ask the Smart Bot to check the inventory of a given item, and take action to fulfill the request.

### Authentication Management

Employees can request password resets – to quickly self-service minor issues without unnecessary phone calls or waiting.

Help desk staff are freed from repetitive tasks – typically consuming 20% of requests and costing up to £20 per call.

### Outage Information

The Smart Bot grants help desk staff instant access – when it matters most – to see what outages may currently be in affect, trigger necessary communications for alerting affected parties, and create outage reports.

### Knowledge Base

Users can simply ask questions and have the Smart Bot instantly provide answers from the Knowledge Base – regardless of whether the answers reside in FAQ, article-based, or Wiki-format.

### System Requests

Employees can conveniently request access to specific systems or resources, automatically alerting ITSD personnel as new requests are submitted.

ITSD personnel can take action from the alert to approve or reject access. The Smart Bot can also pull a report of all open requests as needed.

Learn more about getting your Smart Bot for IT help desk in use in 60 days.  
Schedule a demo at [www.avenir-it.com/bankingbot](http://www.avenir-it.com/bankingbot)  
or e-mail [bankingbot@avenir-it.com](mailto:bankingbot@avenir-it.com)

The AI-powered Smart Bot for IT help desk can perform more than 25 ITSM-related tasks, such as enabling system access for a user, creating a new incident, pulling personalized incident or change request reports, making or approving asset requests, taking device actions like suspending or wiping a mobile device, gathering outage information and much more – easing the burden of time-consuming, routine work.

## OUT-OF-THE-BOX TASKS

### Issue Submission/Management

- Create an incident
- Receive alerts when new incidents are created or submitted
- Promote an incident to a problem
- Create or submit new problems
- Get notified when problems are submitted
- Submit a new change request
- Create a change request from an existing incident or problem
- Update status of a change request (requested, approved, or rejected)
- Get notified of new change requests
- Add a note to task
- Get notified of task updates
- View common IT reports (Critical 1 Updates, Scheduled Change Requests, etc.)

### Outage Information

- View current outages
- Alert affected parties, end users, and IT management of reported outages
- Look up current status of a system or resource
- Create outage report

### Asset Management

- Request a new or replacement device
- Get notified of asset requests
- Update asset request (approve, reject, etc.)
- Get asset details (such as serial number, model, and device statistics)
- Suspend, wipe, or disable a device
- View asset inventory
- Add a note to a request

### Authentication Management

- Reset network password (VPN, Network, AD, etc.)
- Reset device password
- Reset fob tokens

### Knowledge Base

- Request answers from the knowledge base

### System Access Requests

- Request access to systems or resources
- Get notified of access requests
- Update access request status (approved, rejected, or pending)
- View open access requests report

## How bots help your teams

Your users can bring the assistance and versatility of bots into their workday by using them to take actions, get actionable alerts, execute workflows, and fetch results.

**ACTIONS:** Bots retrieve, modify, and post information in systems of record, so users don't have to spend needless hours populating input fields.

**ALERTS:** Bots continuously check systems for user requested updates and provide a comprehensive list of details upon delivery.

**FLows:** Bots can use details within alerts to auto-populate input fields of related tasks, thus creating workflows, eliminating redundancies and accelerating processes.

**REPORTS:** Bots deliver detailed information on-demand or on a schedule, eliminating the need to jump across devices and screens to get the information needed.